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TRANSMITTAL SLIP		DATE	
TO: <i>1. 0/00P</i>			
ROOM NO. <i>2000</i>		BUILDING <i>HQS</i>	
REMARKS: <i>2. EXOCD</i> <i>5. DD 1</i> <i>4. CAP: SHARE</i>			
FROM:			
ROOM NO. <i>GN2505</i>		BUILDING <i>HQS</i>	
FORM NO. 1 FEB 55 241		REPLACES FORM 36-8 WHICH MAY BE USED.	
		(47)	

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11 April 1983

MEMORANDUM FOR THE RECORD

SUBJECT: Trip Report

1. During the week of 20 February 1983, I attended the SHARE 60 Conference in San Francisco, California.

2. SHARE is an organization where users of IBM supported hardware and software meet to set forth new requirements, suggest improvements to existing software or hardware, and discuss problems or features unique to a particular users organization. SHARE week consists of over 700 individual sessions which are broken down into four major areas. These major areas are: Applications Division, Basic Systems Division, Communications and Data Base Division, and Management Division.

I attended sessions in the areas of FORTRAN, Graphics, MVS, Information Centers, VM, and Personal Computing. The sessions I attended covered all of the major areas of SHARE except Communications and Data Base Division. At the present, Customer Services Staff is not responsible for user support for Agency Data Base Systems, so I decided to attend only the sessions which would most benefit me and CSS. The Graphics sessions were the only ones that were of little use to me or CSS, because the Agency does not use IBM Graphics software.

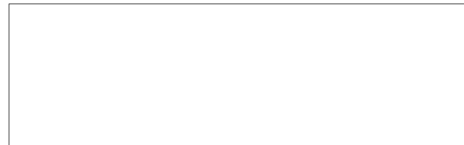
Each session has a spokesperson who describes what will be discussed during the session. Several of the sessions were conducted in an open forum manner and others were conducted in a more formal manner with questions and answers being held until the end of the talk. I personally benefitted by the more formal sessions.

3. As a user consultant in CSS, I benefitted greatly from the sharing of information on problems and fixes in the many areas I am responsible for. Several sessions were devoted to user experiences of, as-of-yet not released, software systems that the Agency will be getting in the future. It is good to know what is coming "down the pike," so we, as consultants, can inform our users. I was able to find out how other organizations handle their problems and what means they use to resolve them. Lastly, no matter how much we (the Agency) feel AIM can be improved, from all indications from other user organizations, it is far superior to anything else on the outside. Hats off to SPD!

4. This was the first SHARE conference that an individual from the Consulting Services Group of CSS has ever attended. I feel very strongly that we should always have a representative attend SHARE. We are responsible to support the entire Agency on all data processing matters and, therefore, by attending SHARE it enables us to keep pace with the ever changing computer field.

5. It is my suggestion that any future attendee to SHARE from CSS discuss with the other consultants and the Chief/CSS what sessions would best benefit us. I spent several hours after arriving in San Francisco trying to decide what sessions to attend. The consultants in CSS are somewhat unique in this problem, because we must know a little bit about a lot of things. We don't have the luxury to concentrate in only one area. It was well worth the \$160. conference fee. Too bad it isn't held in Washington, D.C. more often.

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Chief, Consulting Services Group
CSS/P/ODP

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ODP/CSS [redacted] (11 April 1983)

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